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|  | <p>STATE OF WASHINGTON DEPARTMENT OF <u>DEPARTMENT OF EARLY LEARNING</u> ITPS WORK REQUEST WR-08-224</p> | <p>Agency Work Request No: 08-RFP-0121</p> <hr/> <p>DIS Work Request (Tracking) No: CRM/12875</p> |
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The Washington State Department of Information Services (DIS) issued a Request for Quotation and Qualifications to solicit proposals from vendors to provide Information Technology Professional Services (ITPS). Your firm responded and was selected to provide services in one or more Technical Service Categories. Your firm subsequently entered into a Master Contract with DIS. All rights and obligations of the parties are subject to and governed by the terms of the Master Contract including any subsequent modifications incorporated herein. As a contractor participating in the DIS ITPS Program, your firm may submit a Response to this Work Request.

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| SCHEDULE | |
| Date Issued: | June 6, 2008 |
| Questions Due: | 6/12/08 |
| Answers Submitted: | 6/16/08 |
| Response Due Date: | 6/25/08 at 3:00 PM |
| WORK PERIOD OF PERFORMANCE | |
| FROM: | JULY 1, 2008 |
| TO: | JUNE 30, 2010 |
| Agency Contract Manager | |
| Name | Debby Carr |
| Title: | Contract Specialist |
| Address: | PO Box 40970 Olympia, WA 98504-0970 |
| Phone: | 360 725-4914 |
| FAX: | 360 413-3482 |
| E-mail: | Debby.carr@del.wa.gov |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No The selected vendor will be assigned an Agency workstation(s) and assessed a workstation fee of \$XXXX per month for each workstation. | |

PERSONAL TECHNICAL SERVICES CATEGORY(S) REQUESTED

- ☐ 1. IT Funding Request, Financial Analysis (WEBS CC 9241)
- ☐ 2. IT Business Analysis (WEBS CC 9242)
- ☐ 3. External IT Quality Assurance (WEBS CC 9243)
- ☐ 4. IT Project Management (WEBS CC 9244)
- ☐ 5. Technology Architecture Development (WEBS CC 9245)
- ☐ 6. Security Analysis (WEBS CC 9246)
- ☐ 7. Enterprise Content Management (WEBS CC 9247)
- ☐ 8. Contingency & Disaster Recovery Planning (WEBS CC 9248)
- ☐ 9. Systems Analysis (WEBS CC 9249)

PURCHASED TECHNICAL SERVICES CATEGORY(S) REQUESTED

- ☐ 10. Network Administration (WEBS CC 9250)
- ☐ 11. Software Quality Assurance & Testing (WEBS CC 9251)
- ☐ 12. Desktop Applications Development & Training (WEBS CC 9252)
- ☐ 13. Geographic Information Systems Application Development (WEBS CC 9253)
- ☐ 14. Workstation Installation & Support (WEBS CC 9254)
- ☒ 15. Client Server, Web & N-Tier Application Development (WEBS CC 9255)
- ☐ 16. General Mainframe Development (WEBS CC 9256)
- ☐ 17. General Database Administrator/Database Developer/Data Analyst (WEBS CC 9257)

EXPERIENCE LEVEL(S) REQUESTED

- ☐ Junior a minimum of one (1) year of recent experience and demonstrated knowledge, skills and abilities
- ☐ Journey a minimum of three (3) years of recent experience & demonstrated superior knowledge, skills, and abilities
- ☐ Senior a minimum of five (5) years of recent experience & demonstrated superior knowledge, skills, and abilities
- ☒ Expert a minimum of eight (8) years of increasing levels of responsibilities, and supervisory or management responsibility

I. REQUEST FOR SPECIFICATIONS

A. TITLE:

Financial Reporting and Allocation Tracking System (FRATS) on-going maintenance and upgrades.

B. PROJECT BACKGROUND

The Department of Early Learning (DEL) came into existence July 1, 2006. We at DEL work every day to help Washington's children get ready for school and life. We know parents are children's first and most important teachers, so DEL is committed to providing parents with the early learning information, services and support they want and need.

In 2008 DEL developed a system to process monthly cost allocation and manage the federal grants: Child

Care and Development Fund and Head Start Collaborative Office grants. The system is used by accounting staff to track grant awards and draws and prepare federal reports.

The FRATS application is a multi-tier, SmartClient application. It uses Visual Studio 2005.Net; .Net Framework 2.0, C#.Net, Microsoft Application Data Block, SQL Server 2005, SQL Reporting Services (SRS) and Visual Source Safe.

C. PROJECT SCOPE OF WORK AND KNOWLEDGE TRANSFER

DEL needs expertise to provide on-going maintenance to the Financial Reporting and Allocation Tracking System (FRATS) and design and programming to enhance FRATS with new modules, as the need arises.

Key Responsibilities:

- Work with customer to design, program, and test changes and new modules.
- Use structured development methodologies to create requirements, produce code and document deliverables.
- Keep the data model, technical design document, system design documents, and all other system related materials updated, except for the User Manual which will be done by DEL staff.
- Comply with all appropriate DEL process standards and divisional policies, including application development standards. Failure to comply will result in termination. A copy of standards will be provided to the Contractor for each appropriate policy.
- Work on site at the DEL main office during normal business hours, unless otherwise specified.
- Strong commitment to the principles of trust, teamwork and collaboration.
- Maintain the highest standard of personal, professional and ethical conduct.

1. Project Time Frame:

July 1, 2008 through June 30, 2010. The project work will be intermittent in nature. DEL will work with the successful contractor to determine the number of hours that will be needed each month.

2. Deliverables

- Deliverables will be based on individual project tasks to be completed and will be clearly identified before work will commence.
- A weekly status report listing the current week's accomplishments, next week goals and hot issues will be required in addition to weekly time sheets.
- Updated data models and data definitions.
- Updated technical design documents, specifications, workflows, and other design documents.
- Requirements, business rules, and other analysis documents.

3. Minimum Qualifications

The Contractor must be licensed to do business in the state of Washington.

4. Project Task Management and Billing

Work tasks under the contract may be preplanned and scheduled, or could be of an emergency nature. The Contractor must be available for work on site in Lacey, but also may perform work remotely.

The Contractor will take overall direction on tasks from the DEL project manager. The Contractor will only work on specific tasks defined and assigned by the DEL project manager and only with prior approval by the DEL project manager. The Contractor therefore will only be paid for work hours on actual tasks as defined by the DEL project manager. No other unauthorized costs including

standby, on-call or retainer costs, or assignments for other DEL staff will be paid.

The Contractor will be paid on an hourly basis for work on application design, development, and system maintenance tasks. Billings will be sent on a monthly basis to the DEL project manager.

The Contractor's hourly rate will be inclusive of all costs. No additional costs for travel, lodging, per diem, etc. will be allowed unless required by DEL to travel to locations outside of the Olympia/Tumwater/Lacey area. Travel costs, if any, will be reimbursed at current Washington State approved travel rates.

II. VENDOR's RESPONSE

A. Work Request Coordinator and Submission of Response

Responses are **Due by 3:00 p.m. on June 25, 2008, local standard time in Lacey Washington and are to be submitted electronically (e-mail) to:**

Debra Wilhelmi, Financial Manager
Washington State Department of Early Learning
649 Woodland Square Loop SE
PO Box 40970
Olympia, WA 98504-0970
Email: Debra.Wilhelmi@del.wa.gov

B. Work Request Response – Instructions to Vendors

Submit proposals by e-mail to the Work Request Coordinator identified above by the date and time specified.

C. Work Order Costs by hour or deliverables

Contractor will be reimbursed on an hourly base with restriction by task and/or deliverable.

*Attachments to e-mail shall be on Microsoft Word software. Zipped files cannot be received and cannot be used for the submission of proposals. **DEPARTMENT OF EARLY LEARNING** does not take responsibility for any problems in the e-mail. Faxed proposals will not be accepted.*

III. EVALUATION AND SELECTION CRITERIA

1. Mandatory and Highly Desirable Experience and Qualifications

A. Mandatory Experience and Qualifications of Key Personnel:

The proposal should provide the names of key personnel on the Contractor's team, as well as a resume for each individual proposed, a description of the functions and responsibilities of each key person relative to the task to be performed, and the approximate percent of time that can be devoted to this project. Limit resumes to a maximum of four (4) pages per proposed contractor.

Contractor must have experience in designing, developing, and maintaining accounting systems.

Contractor must have:

- Demonstrated knowledge and minimum of ten (10) years as a business analyst analyzing business needs, business rules, processes, and workflows and formally documenting them.
- Demonstrated knowledge and minimum of ten (10) years of managing information technology projects.
- Demonstrated knowledge and minimum of ten (10) years of designing, developing, testing, and maintaining software.
- Demonstrated knowledge and a minimum of three (3) years programming experience with the following development tools:
 - Visual Studio 2005 and/or 2008
 - C#.Net
 - Microsoft Application Data Block
 - Winforms, SmartClient
 - Web Services
 - Object Oriented principles and methodologies
 - SQL Reporting Services
 - SQL Server 2005
 - Visual Source Safe or Team Foundation Server
- Keep FRATS updated to meet agency standards, such as Visual Studio 2008.
- Ability to conduct data analysis and use Entity Relationship data models.
- Ability to communicate orally and in writing to project lead and internal customers. Ability to speak clearly and effectively and listen and understand written and verbal instructions.
- Ability to work independently and as a team member.
- Ability to work and interact with others in a positive and team oriented manner. Demonstrated understanding that individuals have different perspectives and communications styles.

B. Highly Desired Experience and Qualifications:

- Knowledge of state accounting systems, including cost allocation, federal grants and draws.
- Knowledgeable in principles of IT project management and methodologies.

TECHNICAL APPROACH/METHODOLOGY (SCORED/MANDATORY)

The Contractor should explain the approach, capabilities, and means to be used in accomplishing the tasks in the Work Request, and where significant development difficulties may be anticipated and resolved. Any specific techniques to be used should also be addressed.

CORPORATE BACKGROUND/ EXPERIENCE (SCORED/MANDATORY)

The Contractor shall provide a written non-technical summary of the Contractor's overall corporate background and experience as it relates to services specified herein. The response must demonstrate proven successful delivery of a similar solution as described in this work request.

A. Staffing

Include a list of contracts the Contractor has had during the last five years that relate to the Contractor's ability to perform the services needed under this work request. In two pages or less, describe no more than two similar application maintenance and enhancement activities provided by the consultant(s), preferably for a Washington State agency. Include the outcomes and deliverables achieved for the customer. List each contract reference numbers, the contract period of performance, contact persons, telephone numbers, and fax numbers/e-mail addresses for each contract.

The Contractor and staff proposed to provide the services must grant permission to the DEL to contact references, and others for whom services have been provided. Do not include current DEL staff as references. References will be contacted and scored for the top-ranking proposal(s) only.

B. Related Information

If the Contractor or any subcontractor contracted with the state of Washington during the past 24 months, indicate the name of the agency, the contract number and project description and/or other information available to identify the contract.

If the Contractor's staff or subcontractor's staff was an employee of the state of Washington during the past 24 months, or is currently a Washington State employee, identify the individual by name, the agency previously or currently employed by, job title or position held and separation date.

If the Contractor has had a contract terminated for default in the last five years, describe such incident. Termination for default is defined as notice to stop performance due to the Contractor's non-performance or poor performance and the issue of performance was either (a) not litigated due to inaction on the part of the Contractor, or (b) litigated and such litigation determined that the Contractor was in default.

Submit full details of the terms for default including the other party's name, address, and phone number. Present the Contractor's position on the matter. DEL will evaluate the facts and may, at its sole discretion, reject the proposal on the grounds of the past experience. If no such termination for default has been experienced by the Contractor in the past five years, so indicate.

C. OMWBE Certification (not scored)

Include proof of certification issued by the Washington State Office of Minority and Women-Owned Business if certified minority-owned firm and/or women-owned firm(s) will be participating on this project.

COST (SCORED/MANDATORY)

Propose your all-inclusive hourly rate for work for each staff member proposed. Vendor may propose rates at or below those contained in the Primary Agreement with DIS. The hourly rate is all-inclusive. No additional costs for travel, lodging, per diem, etc will be allowed unless required by DEL to travel to locations outside of the Olympia/Tumwater/Lacey area. Travel costs, if any, will be reimbursed at current Washington State approved travel rates. DEL expected the total cost for the project will not exceed \$100,000 annually. Vendor's actual total compensation for services rendered shall be based on the proposed hourly rates and actual hours worked.

The evaluation process is designed to award this procurement not necessarily to the Contractor of least cost, but rather to the Contractor whose proposal best meets the requirements of this Work Request. However, Contractors are encouraged to submit proposals that are consistent with State government efforts to conserve state resources.

Weight Evaluation Criteria:

| <u>PRELIMINARY SCORE REQUIREMENTS/CRITERIA</u> | <u>WEIGHT ASSIGNED</u> |
|---|-----------------------------------|
| Qualifications and Experience of Staff | 40 |
| Corporate Background and Experience | 40 |
| Cost | 15 |
| Technical Approach and Methodology | 10 |
| Oral Presentation/Interview (if used) | |

IV. ADMINISTRATION

1. Debriefing

All Vendors who submit a response to this solicitation will be given the opportunity for a debriefing conference if requested. The request for a debriefing conference must be made in writing and received by the Work Request Coordinator within three (3) calendar days after notification of the Apparent Successful Vendor. A debriefing will be scheduled within three (3) calendar days of the request. If additional time is required, the requesting party will be notified of the delay. Discussion will be limited to a critique of the requesting Vendor's proposal. Comparisons between proposals or evaluations of other proposals will not be allowed. Debriefing conferences may be conducted in person or by telephone and will be scheduled for a maximum of one (1) hour.

2. Protest Procedures

A. Procedure

This protest procedure is available to Vendors who submitted a Response to this solicitation and have received a debriefing conference. Protests are made:

1. To the agency after the agency has announced the ASV. Vendor protests shall be received, in writing, by the agency within five (5) Business Days after the Vendor debriefing conference.

B. *Grounds for protest are:*

1. Arithmetic errors were made in computing the score;
2. The agency failed to follow procedures established in the solicitation document or applicable state or federal laws or regulations; or
3. There was bias, discrimination or conflict of interest on the part of an evaluator. Protests not based on these criteria will not be considered.

C. *Format and Content*

Vendors making a protest shall include in their written protest to the agency all facts and arguments upon which the Vendor relies. Vendors shall, at a minimum, provide:

1. Information about the protesting Vendor; name of firm, mailing address, phone number and name of individual responsible for submission of the protest;
2. Information about the acquisition; issuing agency, acquisition method;
3. Specific and complete statement of the agency action(s) being protested;
4. Specific reference to the grounds for the protest; and
5. Description of the relief or corrective action requested.

D. *The Agency Review Process*

Upon receipt of a Vendor's protest, the agency will postpone signing a Contract with the ASV until the Vendor protest has been resolved.

The agency will perform an objective review of the protest, by individuals not involved in the acquisition process being protested. The review shall be based on the written protest material submitted by the Vendor and all other relevant facts known to the agency.

The agency will render a written decision to the Vendor within five (5) Business Days after receipt of the Vendor protest, unless more time is needed. The protesting Vendor shall be notified if additional time is necessary.

E. *The Agency Determination*

The final determination shall:

1. Find the protest lacking in merit and uphold the agency's action;
2. Find only technical or harmless errors in the agency's acquisition process conduct, determine the agency to be in substantial compliance, and reject the protest;
3. Find merit in the protest and provide the agency with options that may include:
 - a) Correct errors and reevaluate all proposals; or
 - b) Reissue the solicitation document; or
 - c) Make other findings and determine other courses of action as appropriate.
4. Not require the agency to award the Contract to the protesting party or any other Vendor, regardless of the outcome.

3. The Agency's Option To Extend


The agency reserves the right to extend the Work Order issued under this Work Request for one (1) one year period at the agency's option.

4. The Agency's Right to Cancel

The agency reserves the right to cancel this Work Request at any time, reject any and all responses received, and/or not to execute a Work Order from this Work Request without penalty to the agency. The release of this solicitation document does not obligate the agency to contract for the services specified in this Work Request. The agency shall not be liable for any costs incurred by a Vendor in preparation of a proposal submitted in response to this Work Request, in the conduct of an oral interview, or any other activity related to responding to this Work Request.

Note: Attached is the Sample Work Order.

SAMPLE WORK ORDER

| | | | | | |
|---|--|--------------------------|--|--|---|
|  | STATE OF WASHINGTON DEPARTMENT OF <u>INSERT AGENCY NAME (AGENCY)</u> ITPS WORK ORDER | AGENCY WORK ORDER No. | CONTRACTOR'S DIS ITPS MASTER CONTRACT No. | | |
| | | | | | |
| SECTION 1: PURPOSE | | | | | |
| | | | | | |
| SECTION 2: STATEMENT OF WORK | | | | | |
| | | | | | |
| WORK PERIOD OF PERFORMANCE START DATE | | | END DATE | | |
| This Work Order may be extended by <u>[XX]</u> additional <u>[one-year]</u> period(s) or otherwise amended at the sole discretion of the Agency by written agreement between the parties hereto. | | | | | |
| SECTION 3: COMPENSATION | | | | | |
| <input checked="" type="checkbox"/> Check the appropriate Box and fill in the number of Workstations assigned, if applicable | | | | | |
| <input type="checkbox"/> Compensation for work associated with this Project will be based on completion or percentage completion of <u>deliverables</u> . | | | | | |
| <input type="checkbox"/> The deliverables associated with this Project cannot be clearly defined in advance . The Contractor will be compensated based on hourly rate(s) for work actually performed. | | | | | |
| <input type="checkbox"/> Yes <input type="checkbox"/> No The Contractor is assigned ___ workstation(s) and assessed a workstation fee of \$ <u>xxx.xx</u> per month for each workstation. | | | | | |
| BUDGET | | | | | |
| TASKS/DELIVERABLES | | SKILL LEVEL | ESTIMATED HOURS | HOURLY RATE (IF APPLICABLE) | FLAT FEE (IF APPLICABLE) |
| 1 | (i.e., title of deliverable, not defined , etc.) | | | \$ | \$ |
| 2 | | | | \$ | \$ |
| 3 | | | | \$ | \$ |
| (MAXIMUM COMPENSATION OF THIS WORK ORDER) Total Cost | | | | | \$ |
| AGENCY COST CODES | | | | | |
| MASTER INDEX | FUND | APPN INDEX | OBJECT | SUB-OBJECT | DOLLARS |
| | | | | | \$ |
| | | | | | \$ |
| (MAXIMUM COMPENSATION OF THIS WORK ORDER) Total Cost | | | | | \$ |

SECTION 4: SPECIAL TERMS & CONDITIONS**IN WITNESS WHEREOF, the parties have executed this Work Order.**

By signing below AGENCY and the Contractor acknowledge that this Work Order is issued under the provisions of the State of Washington Department of Information Services Information Technology Professional Services Master Contract Program. The services authorized are within the scope of services set forth in the *Purpose* of the Master Contract between DIS and the Contractor. All rights and obligations of the parties are subject to and governed by the Master Contract including any subsequent modifications incorporated herein. The persons signing below warrant that they have the authority to execute this Work Order.

| | | | |
|--|--|----------------------------------|--------------|
| CONTRACTOR NAME | | AGENCY | |
| ADDRESS | | ADDRESS | |
| E-MAIL | | | |
| PHONE | | | |
| FAX | | | |
| | | | |
| <i>(Signature)</i> | | AUTHORIZED SIGNATURE | |
| <i>(Date)</i> | | DATE | |
| PRINT NAME | | | |
| TITLE | | | |
| FEDERAL ID | | PRINT NAME | TITLE |
| CERTIFICATE OF INSURANCE PROVIDED <input type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| ENDORSEMENT PROVIDED <input type="checkbox"/> YES <input type="checkbox"/> NO | | | |
| <u>Agency's Contract Manager and the Contractor's Project Manager</u> | | | |
| are responsible for and shall be the contact person for all communications/billings regarding performance of this Work Order. | | | |
| CONTRACTOR CONTRACT MANAGER | | AGENCY WORK ORDER MANAGER | |
| ADDRESS | | ADDRESS | |
| TELEPHONE NO. | | TELEPHONE NO. | |
| E-MAIL | | E-MAIL | |